

## Tyree, James

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**From:** Michael, Laurel  
**Sent:** Friday, December 15, 2017 12:59 PM  
**To:** Breaz, Steven  
**Cc:** Tyree, James; Son, Chang; Williams, Anthony  
**Subject:** RE: UMR For Douglas Ericksen

Steve,

Nital Shah pinged me today re: Mr. Ericksen. He wanted to let me know a remedy ticket was coming over due to duplicate AD account. Apparently the old account was in Deprovisioned users. Nital is trying to figure out if we can just re-use that account (although I don't think we created the original one). Just passing this along as it could mean problems on Monday am with logging in. I did tell Nital we need to have account in place for him to log in on Monday.

Can you follow up with Nital Monday am to be sure this is resolved? I don't see the remedy task just yet.

Thank you,  
Laurel

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**From:** Breaz, Steven  
**Sent:** Thursday, December 14, 2017 2:17 PM  
**To:** Michael, Laurel <Michael.Laurel@epa.gov>; Williams, Anthony <Williams.Anthony@epa.gov>  
**Subject:** RE: UMR For Douglas Ericksen

Also FYI, there was a duplicate UMR submitted so you will see two. One to set him up (with AD/LN tasks complete) and one that is UMR Cancelled. I confirmed with Derek that it is in fact a duplicate and that he still needs setup by Monday, but only ONE setup! :-P

-Steve

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**From:** Breaz, Steven  
**Sent:** Thursday, December 14, 2017 2:10 PM  
**To:** Michael, Laurel <michael.laurel@epa.gov>; Williams, Anthony <williams.anthony@epa.gov>  
**Subject:** UMR For Douglas Ericksen

FYI, this UMR came in TODAY, in the afternoon and it has been requested that everything be ready to go for him Monday AM. Ive done Notes and AD accounts, but I doubt any MSO365 services were ordered for him.

If this name sounds familiar, it's the guy who was supposed to be our "Temp RA" for a while, the transition team guy who never showed up here. There is a disabled AD account from DC for a Doug Ericksen, but I created a new one as Douglas per the UMR. No accounts found in notes with his WFID.

Just a heads up to order his services on Friday if possible. I'll be out of the office until Monday AM.

Thanks,  
-Steve

**Steven Breaz, CCNP**  
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